

Services/Activities Inventory

Department: Information Technology

List those services provided to the citizens by this department. Do not list routine tasks that support functions within the department; i.e., checking the mail.

Administration

1. I.T. strategic planning
2. Develop and document standard operating procedures
3. Software licensing administrator
4. Budget preparation, submission, reporting and monitoring
5. Purchasing (procurement code compliance, contract monitoring, Purchase Order issuance and Performance software)
6. Accounts Payable and Accounts Receivable processing and dispute resolution
7. Train I.T. staff (Performance software, budget and Accounts Payable processes)

Operations

1. Execute and maintain backups of all County servers.
2. Process, print, distribute and ensure all large system jobs run properly and updated correctly (payroll, personal property, etc.); maintain inventory and storage of forms for print processes
3. Order all telephone service (data and voice); report and follow-up on troubles; maintain Verizon directory and DIT changes
4. Help desk for hardware, HP software, internet and telephone questions/troubles
5. Restore files from supported applications and users as needed
6. Assist network administrator (add/change/remove users for all supported applications, reset passwords and folder maintenance)
7. Maintain printer and related equipment maintenance agreements
8. Maintain operations calendar for regularly scheduled processing

Application Services

1. Maintain interfaces and serve as a liaison for departmental application vendor packages
2. Maintain software developed in-house
3. Assist departments with new software purchases and implementation
4. Assist departments to resolve software issues

PC/Telephone Support

1. Provide technical assistance to users.
2. Install and repair PCs and network printers; process antiquated equipment and maintain inventory
3. Install and maintain telephone systems (41 systems); voice mail (16 systems); telephone system training
4. Wire buildings for voice, data and video
5. Install and maintain Voice over Internet protocol (VoIP) telephone systems

Networks

1. Install and maintain network communication services
2. Install servers as required and maintain the 45 server systems
3. Support Novell applications (GroupWise, etc.)
4. Monitor load on infrastructure (data lines, servers, etc.)

Communications Shop

1. Maintain and manage 800MHz radio system, including microwave sub-system

2. Maintain portable, mobile radios and pagers
3. Install and maintain wireless data links between County buildings
4. Install 800MHz radios and other electronic equipment (scanners, Opti-Coms, etc.) in County vehicles
5. Install Mobile Data Terminals (MDT) in police vehicles
6. Install light bars and safety shields in public safety vehicles
7. Maintain sound and video system and Digital Voice Recorder for Board of Supervisors and the Planning Commission meetings
8. Maintain seven-site Digital Paging System for the County Fire Department

Technical Services

1. Manage Operations, PC Support, Networks and Communications shop
2. Manage, procure and maintain services for Wide Area Networking (data circuits and internet services)
3. Plan for installation of all specialty equipment in public safety vehicles
4. Advise County staff on procurement and use of cellular telephone and commercial pager services
5. Represents the IT Department for technical matters as they relate to new or renovation construction projects

Enterprise Services

1. SQL database administration, maintenance and technical support
2. Develop, update and support the County website; coordinate efforts of County webmasters (training, troubleshooting, etc.)
3. Assist departments with identifying E-government solutions
4. Administration for enterprise applications
5. Application architecture support for the development and implementation of all enterprise applications (Ex. Laserfiche, Sharepoint)